

1. In violation of #815 ILCS 510/2(12),

SBC or Ameritech Telephone Company of Illinois, engaged in deceptive business practice against me (Dr. Emmanuel G. Paniotte), when on January 19, 2001, while in the course of their business vocation, engaged in conduct which created the likelihood of confusion and misunderstanding by:

Wrongly advising me of my telephone instruments being defective and offering to repair them at the rate of \$100.00 per hour, when in fact no defects existed. All my telephone instruments are perfectly functional and currently in use on my second telephone line.

2. In violation of # 220 ILCS 5/154-506(a)

SBC or Ameritech Telephone Company of Illinois, overcharged me by excessively billing me by \$96.00 without providing the service they alleged to have provided on 1/19/2001, representing this charge.

3. In violation of #220 ILCS 5/13-203,

SBC or Ameritech Telephone Co. of Illinois, deprived me (the Complainant, Dr. Emmanuel G. Paniotte), of the benefit of Due Process of Law in resolving our dispute, when they arbitrarily disconnected my telephone service on April 30, 2001 at about 10:00 AM., after returning my payment of the undisputed portion of their bill, which I had mailed to SBC or Ameritech Telephone co. of Illinois by certified mail as the attach copies of my letter and postal certificate proves.

This action (to return my payment to me by mail) was clearly aimed at underlining SBC's intent to undermine the legal process associated with exercising my consumer's rights in disputing deceptive charges and, by attempting to portray me as a delinquent client, and to force my capitulation..

In violation of 815 ILCS 505/2, SBC or Ameritech Telephone Company of Illinois, ENGAGED in consumers fraud and deceptive business practice act by:

Falsely promising to me through their dispatched representative at my home, that I will not be charged for their services, because they did not deliver the service for which I was later billed by SBC, (\$96.00).. Erroneously, SBC is continuously demanding this payment of money- (\$96.00) to this date, and apparently still is engaged in utilizing this approach of false pretenses and false promises which have further re-enforced through their follow-up intimidating actions of (disconnecting my telephone service), for non-payment of this disputed charge.

SBC, has also been defaming me to my friends and other callers inquiring to SBC as to the reasons for disconnecting my #(847)835-3008, with their answer being. "Dr. Paniotte didn't pay his bill".

EMMANUEL G. PANIOTTE, M.D.  
595 VERNON AVE. GLENCOE, IL. 60022-1642

Telephone: (847)-835-3008, (847)-835-7329-fax.  
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April 3, 2001  
2:45 PM

AMERITECH TELEPHONE COMPANY  
160 N. LASALLE ST. SUITE # C-800  
CHICAGO, IL. 60601

ATTENTION: CONSUMERS COMPLAINTS DEPT.

RE: (847) 835-3008

Dear Madam/Sir:

My present payment of 41.79 (check #443) from your enclosed bill of \$164.67, is the balance due to you after deducting all the disputed charges, including the late fee of \$1.43, under the circumstances, (since by your own admission, couldn't locate my initial payment to you with my then-enclosed check #423). I am considering of tracing my payment letter to you through the US Postal Services, if you insist on charging this fee. It goes without saying, the original amount \$96.00. is still disputed.

I have been informed that you can not impose late fees on disputed telephone charges, while the case is being decided by the authorities. Unless advised to the contrary by you, I must assume this information is legally correct.

The matter of my bank's check stop fee, caused by the loss of my payment is not yet resolved. This stop was done on your advice to: Instruct my bank to stop-check #423 which by your own admission, "couldn't locate".

Sincerely,

EMMANUEL G. PANIOTTE, M.D. Retired.

- cc. 1. ILLINOIS COMMERCE COMMISSION, CONSUMERS PROTECTION DIVISION  
2. Ameritech Bill Payment Center

U.S. Postal Service  
**CERTIFIED MAIL RECEIPT**  
(Domestic Mail Only; No Insurance Coverage Provided)

CHICAGO, IL 60601

Postage	\$ 0.34
Certified Fee	1.90
Return Receipt Fee (Endorsement Required)	
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$ 2.24

UNIT ID: 0093

Postmark  
Here

Clerk: KYGV46

04/04/01

Sent To: AMERITECH TEL CO -  
Street, Apt. No., or PO Box No. 160 N. Lasalle St  
City, State, ZIP+4 Chicago, IL 60601

7000 1530 0000 2703 4189

Initial Payment of \$4379  
was mailed to Ameritech  
on March 3. —

they lost it, told me to  
stop check — they apparently  
found it later — after I  
had stopped check.

EMMANUEL PANIOTTE, M.D. 595 VERNON AVE. GLENCOE, IL 60022		70-2544/719 2300007290	458
DATE <u>May-2-2001</u>			
PAY TO THE ORDER OF <u>Ameritech (# 847 835-3009 3664)</u>		<u>\$40<sup>75</sup></u>	
<u>Forty dollars and 75/100</u>		DOLLARS	
NORTHSHORE COMMUNITY BANK TRUST COMPANY			
MEMO <u>Indisputable portion of bill</u>		<u>Emmanuel Paniotte</u>	
0071925444 2300007290 0458			

EMMANUEL PANIOTTE, M.D.  
595 VERNON AVE.  
GLENCOE, IL 60022

70-2544/719  
2300007290

443

DATE April-3-2001

PAY TO THE ORDER OF Ameritech \$ 41.79

Forty one dollars and 79 DOLLARS

NORTHSHORE COMMUNITY BANK  
TRUST COMPANY

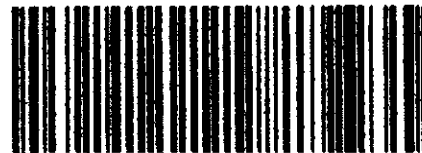
MEMO Toll (847) 835-3008

Emmanuel G. Paniotte

⑆07192544⑆ ⑆2300007290⑆ 0443

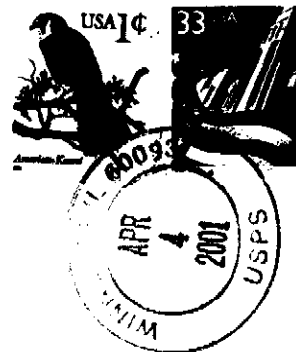


Dr. Emanuel G. Paniotte  
595 1/2 Vernon Ave.  
Glencoe, IL 60022-1642



7000 1530 0000 2703 4189

U.S. POSTAGE  
PAID  
MINNETONKA, IL  
60059  
APR 04 01  
AMOUNT  
\$1.90  
00076571-08



ATTENTION: CONSUMERS COMPLAINTS DEPT.

AMERITECH TELEPHONE COMPANY  
160 N. LASALLE ST. SUITE # C-800  
CHICAGO, IL. 60601

REC-11  
APR 06 2001

Illinois Commission  
CHICAGO OFFICE

